

## Public Information – Toll Free Numbers Talking Points

The IRS has established new Customer Initiated toll free numbers that will go into effect on December 2, 2002. Use of these new numbers will improve the efficiency and quality of taxpayer contacts. Customers can use the right toll free number specific to their needs with fewer menu choices. This should reduce customer burden caused by unnecessary call transfers.

New toll free numbers will be used for refund inquiries and business related inquiries.

- **Refund Hotline** 1-800-829-1954  
To be used by 1040 type individual and joint filers who need to check the status of their current year refund.  
  
Additionally, two automated systems are available and individual and joint filers are encouraged to use these systems to check the status of their current year refunds before calling the refund hotline. The two systems are the "Where's my Refund?" Internet application at <http://www.irs.gov/> and the automated Tele-Tax System at 1-800-829-4477. Both are available 24/7.
- **Business & Specialty Tax Line** 1-800-829-4933  
To be used by small businesses, corporation, partnership and trust customers who need information and/or help related to their business returns or business accounts. This number will be used to apply for an Employer Identification Number (EIN), and for assistance with 94X returns, 1041, 1065, 1120 S, Excise Returns, Estate and Gift Returns issues as well as issues related to Federal tax deposits.

The existing "1040" number will be used primarily for individual and joint filers who need assistance with procedural or tax law information and/or help filing their 1040 type individual returns (including Schedules C & E), and general account information for individual and joint filers.

Other commonly used toll-free lines are listed below:

- National Taxpayer Advocate 1-877-777-4778
- Taxpayer Advocacy Panel 1-888-912-1227
- Tele-Tax System 1-800-829-4477
- TDD line 1-800-829-4059
- Forms and Publications 1-800-829-3676
- Electronic Federal Tax Payment System (EFTPS) 1-800-945-8400 or 1-800-555-4477
- Employer Identification Number (EIN) 1-800-829-4933
- Tax Exempt/Government Entity 1-877-829-5500